



Service Level Agreement

VoIP Services

Service Description

Voice-over-Internet Protocol (VoIP) Services provide basic telephony features, voicemail, 6-party conferencing, software updates and maintenance. VoIP Services also offers customized Agency Interactive Voice Response Systems (IVR) and Call Centers. VoIP Services are provided as a private cloud-hosted, fully redundant offering using the Avaya Inc. platform.

Service Commitments

- **Hours of Operation:** 24x7x365 (exclusive of planned maintenance)
- **Targets:** 99.999% Availability (exclusive of planned maintenance)
 - Agency-specific changes or local environmental outages are not covered under Availability
- **Incident Response** targets are:
 - Level 1 Network Call Center (NCC): 24x7x365
 - Level 2 Business Hours (Monday to Friday, 7:30 AM to 4:30 PM): Incident response time within 2 hours of notification by service ticket or call from the NCC
 - Level 2 Non-Business Hours: Incident response is best effort via on-call staff with escalation to NJOIT Deputy Chief Technology Officer for Operations

NJOIT Responsibilities

- Provide 24x7x365 centralized support and management via NCC
- Provide Voice Services administration
- Provide physically secured and highly stable operating environment
- Perform maintenance of hardware and software within the core telecommunications environments
- Maintain core system redundancy between enterprise data centers
- Perform routine maintenance and system administration
- Publish "end-of-life" (EOL) and "end-of-support" (EOS) schedule

Customer Responsibilities

- Provides and maintains their own voice related equipment, applications and application support
- Supports and manages their Local Area Network and Power over Ethernet (LAN/PoE) environment.
- Provides detailed telecommunications requirements
- Maintains local site environmental conditions (power, cooling, etc.)
- Notifies NJOIT VoIP Services, via NCC of any planned voice related application and/or hosted system changes that will affect the server environment before changes are made
- Designates a point of contact (POC) for VoIP-related issues:
 - POC is available, as needed, to assist with testing of new Service enhancements
 - POC directs all incident, problem and/or support issues to the NCC
 - POC provides NJOIT with a customer contact list for NJOIT service notifications and/or incidents.
Contact list to be established before service turn-up.
- Places service order via CA Service Desk Manager
- Provides NJOIT with a valid billing code
- Provides prompt payment of monthly subscription charges

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Service Rates

- Service Rates are determined via the NJOIT Cost Allocation Recovery System (CARS)
- Service Rates are published in the NJOIT Service Catalog

Service Credit

In the event that the Target Availability is not met during a given calendar month, customer is entitled to a Service Credit for that month, calculated as follows:

- **Service Credit** = $2 * (A/B) * (C-D)$, where,
 - o **A** is the monthly cost for the contracted service
 - o **B** is the total number of minutes of service availability for the given month (as derived from the Hours of Operation in the Service Commitments section of this document)
 - o **C** is the total number of minutes of downtime for the month
 - o **D** is the number of minutes of allowable downtime for the month (based on the Target Availability + any planned maintenance)
- **Service Credit** can be “earned-back” if the overall performance for the current year meets or exceeds the contracted performance standard for the service level
- **Service Credits** are ineligible if customer responsibilities have not been met
- **Service Credits** are subject to budgetary approval by the State Treasurer

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of NJOIT and its subscribing agencies for a term of one year. Agency-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding.

Signatures of Approval and Agreement Date

Agency Commissioner or Designee:

_____ Name	_____ Title	_____ Signature	_____ Date
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Agency Chief Information Officer:

_____ Name	_____ Title	_____ Signature	_____ Date
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NJOIT Chief Technology Officer:

_____ Name	_____ Title	_____ Signature	_____ Date
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